



County DSS Directors Update

May 2017

Project 3 Updates – Pilot Update

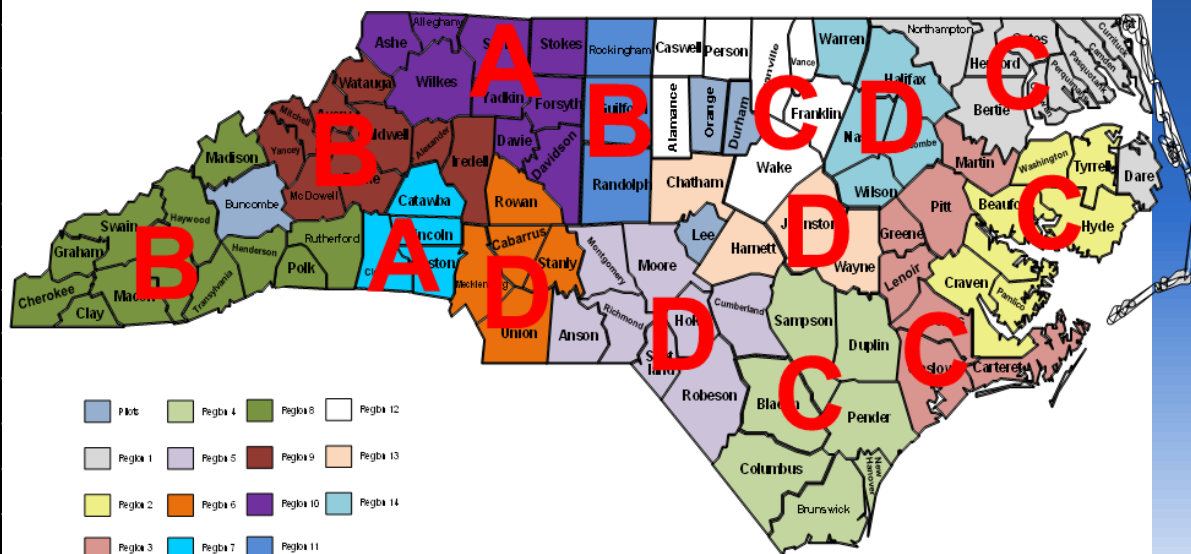
- The second round of attendance and roster submission for providers serving children from Pilot Counties took place in early May.
- Approximately \$2.7 million in payments are being issued for April services.
- Four rounds of automated phone calls were made to the providers to remind them to submit their attendance and rosters.

Project 3 Updates – Child Care Conversion

The statewide rollout approach below was approved by the NC FAST EAC in April.

Option 1

Group	Regions	Counties	Cases	Providers
A	7	4	2359	224
	10	9	3502	293
Totals	2	13	5861	517
B	8	12	2170	181
	9	9	2305	296
	11	3	3701	393
Totals	3	24	8176	870
C	1	10	887	121
	2	6	1034	105
	3	7	2730	221
	4	7	2651	244
	12	7	4699	568
Totals	5	37	12001	1259
D	5	8	4497	510
	6	5	5568	685
	13	4	2233	216
	14	5	1366	147
Totals	4	22	13664	1558



P3 Child Care – Rollout Key Dates

Group	Case Activation Target	Payment Issuance
A	1 st week of June	mid-July
B	1 st week of July	mid-August
C	1 st week of August	mid-September
D	1 st week of September	mid-October

- Case activation early in the month will allow the maximum amount of time for providers to accept vouchers and begin recording attendance.
- Each county should ensure they are ready for case activation approximately 2 weeks ahead of their target activation timeframe.
- NC FAST staff will be contacting each county to ensure all cases and actions items are accounted for at case activation.

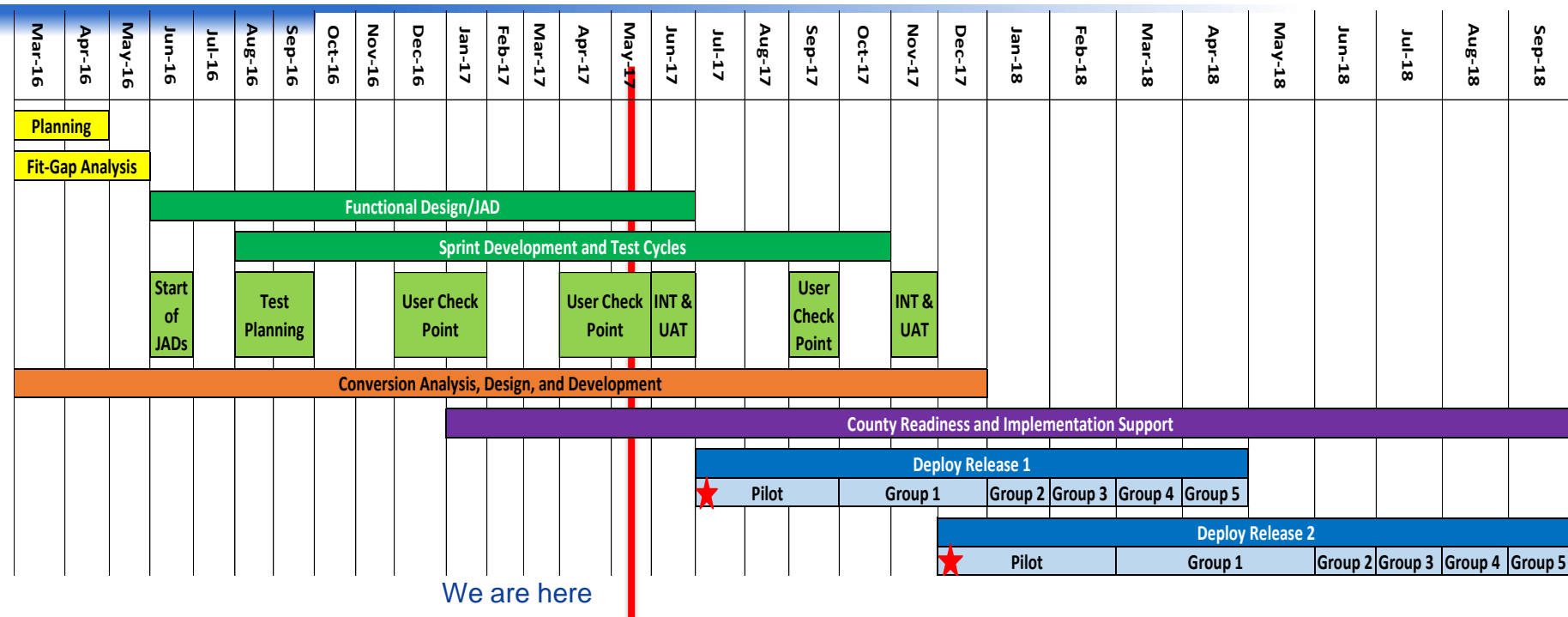
Project 3 Updates – Child Care Conversion

- There are a number of things that can be done now to ensure that each county has a smooth transition at case activation:
 - Complete all case cleanup actions based on the reports that are being provided through FAST Help (working these reports will reduce the number of cases that need to be updated after case activation).
 - Complete outreach ASAP to providers that have been selected on cases that are NOT currently enrolled or setup with Direct Deposit – a report is available on FAST Help with this information.
 - Ensure that you have an LPA Fund Manager set up and that your funds are ranked in the appropriate order in NC FAST.
 - Have your reimbursement coordinators call each provider to ensure that they are aware of the schedule and preparing to use the portal for vouchers, attendance and roster submission when your cases are activated.

Project 3 Updates – Child Care Conversion

- Items your reimbursement coordinators can stress with providers:
 - Understanding the schedule and applicable deadlines are important and critical to receiving payment on time.
 - Recording attendance regularly, at least weekly, will save time at the end of the month when the entire roster with full attendance needs to be submitted.
 - Providers should not wait to submit their completed roster – the roster can be submitted on the last day of the month as long as all attendance for each child has been recorded.
 - If the provider encounters an issue, they should not wait to contact the Provider Help Desk (919-813-5460) for assistance. If a ticket is created, monitoring for the resolution is strongly recommended so that action can be taken as soon as the ticket is resolved.
 - For Pilot and Group A Counties, it is strongly recommended that Providers be contacted about submission of June rosters, given the 4th of July Holiday and likelihood of provider closures or individuals being away from work.

Project 4 Timeline



NC legislation intent is that P4-Child Services be operational by the end of 2017. Full deployment to all counties is planned over 18 months through the end of 2018.

User Checkpoints for Pilot and Group 1 (JAD participant) were held the last two weeks in January, with participants rating the system as “satisfactory” or “very satisfactory”; and the first three weeks in May.

User Acceptance Testing allows extensive testing by county staff prior to each release.

Extended Pilot county and Group 1 deployments are planned (3 months each) to allow adequate time for application stability, user training, and process reviews.

Project 4 Updates

- Most design activities completed in April and development will complete in May for Release 1.
- Design, development, and test activities for Release 2 are in progress.
- Collaborative design webinars and previews of development work with county and state users for Release 2 are ongoing.
- Recruiting for additional Business SMEs is continuing. Help Desk staff dedicated to Child Services on board.
- Data conversion “hybrid” strategy approved by EAC in March.
- NC FAST Mobile app is in development with a target release date of September for pilot counties. Stand-alone demo app now available.
- Exploring options for how to establish a statewide document management solution leveraging county investments; software selection anticipated in May.
- Continuing to engage Pilot Counties in design activities. Pilots and Group 1 counties recently participated in a Leadership Workshop to prepare detailed readiness plans for their upcoming NC FAST implementation. Three User Checkpoint #2 sessions were held the first 3 weeks of May.
- Holding monthly status meetings with State DSS leadership and Tri-chair committee; providing Project 4 briefings at state and regional director meetings.



		Release 1	Release 2
	Pilot	July 2017	December 2017
	Group 1	October 2017	March 2018
	Group 2	January 2018	June 2018
	Group 3	February 2018	July 2018
	Group 4	March 2018	August 2018
	Group 5	April 2018	September 2018

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All Counties with Read-Only Access

All 100 counties must be ready by August to search on NC FAST and Central Registry to identify RILs, victims, and perpetrators as part of CPS case processing.

Starting on August 1, 2017 and running through April 23, 2018 when Group 5 goes live on Release 1, all 100 counties will need at least two child welfare inquiry users to have read-only access to search the new cases being added to NC FAST.

A short (<15 minute) online course will be made available to all counties by July 1 covering the steps required to complete this search.

Guidance will be provided in early July to all non-pilot counties about the specific security role to use to support this search.

Upcoming Project 4 Activities

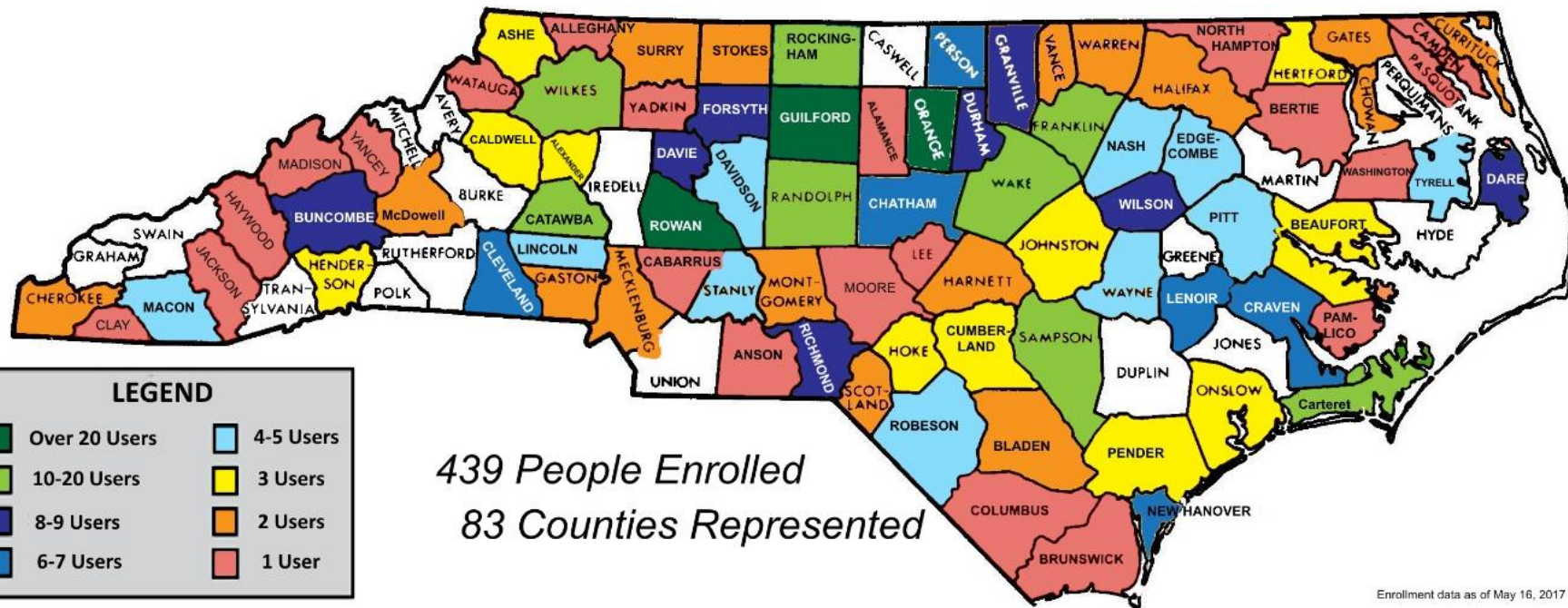
- Federal Partners visit: May 22-25
- User Acceptance Testing: June - July
- East Leadership Workshops – June-July (various dates)
- Release 1 Pilot Go-Live: July 31
- West Leadership Workshops – September-October (various dates - TBD)

Communication

County action items:

1. Get all Child Services staff to sign up for email distributions:
NCFAST_4_Child_Services@dhhs.nc.gov
2. Get all Child Services staff to sign up for Learning Gateway: <https://ncfasttraining.nc.gov>
3. Learning Gateway lessons learned:
 - A. You can have a single person register your staff - however:
 - a) Users must accept the email registration confirmation from the Learning Gateway
 - b) Once the email is acknowledged, the user must complete their profile and select “Child Services” on their profile
 - B. NC FAST Learning Gateway reporting only counts persons who are registered for the Child Services course

Learning Gateway Registration



Leadership Workshop Overview

- Purpose
 - Provide counties with an opportunity to discuss operational changes coming with Project 4 and conduct specific planning for what needs to be done to prepare for these changes at the local county level
- Expected Outcomes
 - Greater understanding of the changes coming along with the new system
 - County-specific action plan to set up your county for success on day 1





Project 4 Computer Requirements

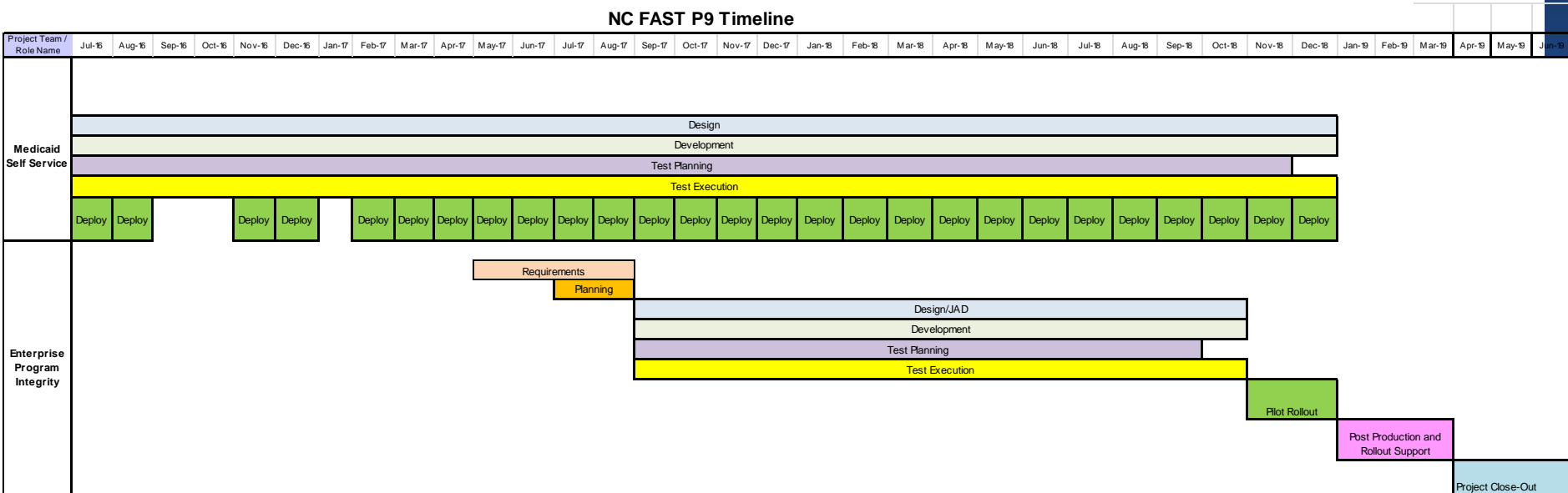
- **Primary Computer**
 - Every social worker and supervisor will need a primary work computer
 - Computer can be either a desktop, laptop, or hybrid (e.g., Microsoft Surface)
 - Hardware requirements consistent with version of NC FAST currently in production
- **Working Outside the DSS Office**
 - **Option 1 – Mobile Tablet:** Apple iPad Tablet computer – Access CPS/Investigator-specific functionality via an app
 - User interface optimized to support field work, plus includes multimedia features
 - Not intended to be used for all CPS worker's job functions
 - Supports connected/disconnected use – great for rural counties
 - Supports **Apple iOS only** at this time
 - Devices can be individually assigned or could be pooled and assigned on a check-in/check-out basis
 - App not able to be used on a iPhone due to design of user interface
 - **Option 2 – Laptop/Hybrid:** – Access NC FAST through internet browser
 - This scenario is using the standard NC FAST system remotely, not a mobile app
 - Requires an internet connection at all times when using NC FAST
 - User interface in NC FAST is not optimized for use in client interactions
 - May make sense for use at the courthouse and between home visits to complete paperwork without having to travel back to the office
 - A mobile app that runs on the Microsoft Surface is not planned at this time
 - **Option 3 – No Computing Device:**
 - Use current process in the field; update data in NC FAST when back at the office
 - No mobile hardware cost

Project 8 (Eastern Band of Cherokee Indians)

- Project 8, which was originally scheduled for implementation 4/1/17, has been delayed due to issues with IRS data security. DHHS is working closely with the IRS to move forward as quickly as possible. Upon approval by the IRS for data re-disclosure to EBCI, the State will implement the project within a 90-day timeframe.
- Various system changes have been made to NC FAST for EBCI including changes related to forms, reports, interfaces and workflows, and were deployed through 7 system releases.
- The final NC FAST system revisions, and the new EBCI - Medicaid Child Support Referral report were deployed in the March 2017 system release.
- System partner interface testing has been completed for ACTS, CSDW, DOC, EPICS, IEVS (MCI/SDX) and FIS EBT.
- EBCI face-to-face user training for NC FAST SNAP / FNS and Medicaid / NC Health Choice has been completed.
- When IRS approval is granted for data re-disclosure to EBCI, the State will implement EBCI within a 90-day time frame. Final NC FAST system configuration, case transfer notices and re-training will be accomplished done at that time.

Project 9 Timeline

NC FAST P9 Timeline



New system functionality and change requests (enhancements) for Medicaid will be prioritized by the Business and worked by the development team in Sprints.

Project 9 - Medicaid Self-Service and Enterprise Program Integrity

- 1095-B Health Coverage electronic information was sent to the IRS in March. NC FAST encountered errors with schema validations from IRS that were added for 2016 and completed the code changes to send replacements in April. The replacement transmissions to IRS is currently in progress and is expected to be complete in May.
- Corrections to any 1095-B notices will be made after all replacements are sent to IRS .
- The Program Integrity project was kicked off on May 4, 2017.
- The following functionality was deployed on April 8, 2017:
 - Online Appeals
 - Change request for QC/Application Monitoring
 - Updated O&M Pending App Reports to align with the existing logic for exclude time and MAD calculations
 - Updated Report Card to count application approvals at the individual level which is consistent with the way that denials are counted and may potentially improve the county timeliness percentages.
 - Password Change from DB to configuration file for Secure Inbox.
- Deployed changes to O&M Pending App detail report on May 5, 2017
 - List out as applicants instead of applications
 - Due date label modified to 'Original Due Date'
 - Show 45 and 90 day applications with MAD indicator Y/N
 - Add applicant name column
- Account Transfer Schema validations were deployed on May 13, 2017.
- Foster Care-MAGI deployment has been delayed to incorporate Expanded Foster Care and IV-E.

Project 9 - Secure Inbox (New functionality)

Current Capabilities which benefit counties:

After ***account linking***

- Customers can submit a Change of Circumstance online for:
 - ❖ Income change
 - ❖ New Income
 - ❖ Address change
 - ❖ Tax Filing Status change
 - ❖ View their case information (evidence) that is on file: Household members, address, income details
- Signing up for Secure Inbox will enable customers to view notices [DMA-5059 and DMA-5097] online.
- NC FAST and DMA continue to explore automation options to streamline the registration process.